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SUMMARY

Responsible and motivated student ready to apply education in the workplace. Offers excellent technical abilities with software and applications, ability to handle challenging work, and excellent time management skills.

SKILLS

Operating Systems:

- Windows 7, 8, 10, 11

Version Control:

- Git
- GitHub

Web Development:

- HTML5
- CSS3
- JavaScript
- Bootstrap
- React.js
- Vite.js
- Node.js

Backend Development:

- Python
- Django

Databases:

- MySQL
- PostgreSQL
- MariaDB

James Huff

EXPERIENCE

February 2024 - Current

Sporting Goods Sales Associate Walmart | Winchester, KY

- Maintained up-to-date knowledge of current promotions, policies regarding payment and exchanges, and security practices.
- Processed payments via cash registers and POS systems.
- Greeted customers and provided excellent customer service to ensure a positive shopping experience.
- Trained new employees on proper use of checkout systems, stocking techniques and other job duties as needed.
- Restocked merchandise on shelves as needed.
- Set up displays to promote sales of featured items or seasonal offerings.
- Ensured that all safety protocols were followed while working around hazardous materials such as chemicals or sharp objects.
- Participated in regular inventory counts to detect any discrepancies between physical count versus computer records.

January 2020 - December 2022

Independent Insurance Agent Independant | Paris, KY

- Assessed customer's risk profile and recommended appropriate insurance plans.
- Identified opportunities for cross-selling additional products or services within existing accounts.
- Utilized various software programs such as Microsoft Office Suite for generating reports or maintaining records.
- Maintained accurate records of client information including contact details, policy numbers, premium payments, claims history.
- Responded promptly and effectively to all customer inquiries regarding billing statements or policy updates.
- Provided personalized service to customers to determine their specific insurance needs.
- Conducted regular reviews with customers to ensure their coverage is still meeting their needs.
- Processed policy changes, renewals, cancellations, endorsements, and other transactions efficiently and accurately.
- Advised clients on how best to manage risks associated with their businesses or personal lives.
- Actively marketed various types of insurance products to potential new customers.

January 2019 - December 2020

Customer Service Representative Amazon.com Services | Winchester, KY

- Resolved complex problems by working with other departments to provide solutions that meet customer needs.
- Provided excellent customer service to resolve customer complaints in a timely manner.
- Identified areas of improvement in customer service processes and

Web Servers:

- Apache Server
- XAMPP

Deployment:

- Netlify
- Git
- Github

Game Development:

- C++
- Unreal Game Engine

Office Tools:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Google Sheets

suggested changes accordingly.

- Provided accurate information about products and services to customers.
- Answered customer inquiries via phone, email, and chat.
- Tracked orders from start to finish to ensure timely delivery of goods or services.
- Maintained a high level of professionalism when dealing with difficult customers.
- Maintained detailed records of customer interactions, transactions and comments for future reference.
- Gathered customer feedback through surveys and used the data to improve customer service.

EDUCATION AND TRAINING

Bachelor of Science | Web Development

Capella University, Minneapolis, MN

Bachelor of Science | Software Engineering

Southern New Hampshire University, Hooksett, NH